



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

May 12, 2014

Date Complaint Received: 3/4/14
Complaint Received By: Chad Reckling, SW II
Provider Name and Location: Judi Wagoner 2119 Lucas St Muscatine IA 52761
<p>Complaint: 1. It was reported to the Department Judi Wagoner has been late 3 times to pick up children from their activity site. Reporter is concerned because Judi was called on 2/24/14 and Judi shared she was out of state until Wednesday, but had someone else picking up the children. Judi shared she would call this person to pick up the children.</p> <p>2. Reporter is concerned Judi's home phone is disconnected and she never answers her cell phone. Reporter is concerned and frustrated the children are not being picked up on time. There is also concern with the number of different people picking up the children that are not Judi (The identified child care provider).</p> <p>Rule basis:</p> <ul style="list-style-type: none">• 110.5(9) The provider meets the following requirements:• 110.5(9)c Gives consistent, dependable care.• 110.5(9)d If absence is planned, care is provided by a DHS-approved substitute.
<p>Findings:</p> <p>3/7/14 Left voicemail for complainant to call back regarding allegations before the Department.</p> <p>3/10/14 Complainant had left voicemail for this worker to call them back.</p> <p>3/10/14 This worker went to the home to confront provider on the allegations received by the Department. There were 2 daycare children present during the time this worker was in the home. Angel, Judi's substitute/assistant was also present during the visit. Judi indicated either her, Angel or Jessica pick the children up from preschool. Angel indicated on 2/25/14, Jessica was supposed to pick the children up, but had overslept while watching a movie. Angel stated she had messed up two weeks prior to that date on a Thursday (either 2/6/ or 2/13) when she thought the children had gotten out at 11:30 am instead of 11:00 am. Judi and Angel stated this occurred only two times and people should be allowed to make mistakes. This worker checked Judi's substitute log for the month of February as she would have had to record when either Jessica or Angel picked up the children or watched the children without her being present in the home. The only entry upon initial inspection of the log indicated Angel had substituted 9 hours on 2/25/14. Judi and Angel admitted they should have added into the log the following dates and hours: 2/24/14: Jessica 9 hours; 2/25/14: Angel 9.5 hours; 2/26/14: Angel 4.5 hours for a total of 23 hours. This does not include pick up and drop off times for the children who attend preschool which need to be added in by the provider as well. This worker reminded Judi and Angel of the 25 hours maximum a month that can be provided for substitute care.</p> <p>When asked about her home phone, Judi indicated she had switched to her cell phone over 3 months ago and this had been communicated with the Central Registration Unit, her parents and the schools or preschools where the children attend. Judi indicated all of her substitutes and her are on the authorized pick up lists for schools and preschools her daycare children attend. Judi indicated there are other people allowed to pick up the children who attend preschool besides her daycare staff.</p>

A full compliance check was not completed during today's visit as one had been conducted on 2/27/14.

3/11/14 This worker left voicemail for complainant to contact this worker.

3/11/14 Complainant left voicemail for this worker to call them back.

3/11/14 This worker spoke with the complainant. They expressed the daycare worker has been late at least twice in which one time the worker had been at least 40 minutes late. They were also concerned Judi does not return messages to her cell phone when she is called. One time the children's mother showed up and daycare provider showed up at same time to pick them up and boys are sobbing because they are upset they cannot go home with the mother. The complainant has been personally involved with 2 times in which the daycare personnel have showed up late and the mother has had to be pulled out of work to come get the children. The second time the mother was contacted in route to preschool when the daycare provider came to pick up the child. Angel Bierman was a name that was added today to list of people authorized to pick the children up. The other names listed are "OCC childcare".

5/8/14 This worker left voice mail for daycare parent to contact the Department.

5/8/14 Daycare parent left voicemail for this worker to call them back.

5/9/14 This worker made contact with daycare parent via phone. The daycare parent was aware of two times where their children were picked up late. The first time was when the substitute for Judi thought they were picked up at 11:30 am instead of at the 11:00 am time they were supposed to be picked up. The second time was where the substitute for Judi had worked third shift the night before, therefore overslept and picked them up late. This worker asked the parent about the time when the parent showed up at the same time the daycare provider had shown up to pick the children up from daycare and the children appeared to have a hard time with this. The parent stated the children were not harmed as a result of this incident and they believe the two times daycare personnel have picked the children up late have been honest mistakes. This parent stated their children love going to Judi's house for daycare, she has not had any other concerns with this provider and if she did she would not take the children to Judi's anymore.

Complaint #1:

There is a preponderance of evidence to validate this complaint received by the department. The provider admitted to picking the children up late at least two times. The parent of the children concurred with this admission by the daycare provider. It was the daycare provider's responsibility to pick the children up from their activities outside of the daycare home and the daycare provider was late in doing so, so much to the extent that the parent of the daycare children had to be called out of work to come and get the children from the activity site. The provider was not exhibiting "consistent and dependable care."

Complaint #2:

There is not sufficient evidence to validate this complaint. The Kindertrack system has a valid contact phone number for Judi Wagoner. This worker cannot ascertain whether or not Judi failed to pick up her cell phone calls that were made to her. The activity site for the children needs to ascertain specific names of individuals picking children up from there as opposed to a generic OCC Childcare staff that was given. This worker has verified that the individuals reported to be picking children up from the activity site are approved substitutes for Judi Wagoner's daycare location.

Resolution: All non-compliance items identified during the 2/27/14 visit to the home shall be completed by **4/17/14**. A follow up visit shall be conducted to insure that all non-compliance items have been addressed. Judi will insure her substitute care hours are correctly documented by **4/17/14**. Judi will insure she documents use of substitute care to include transportation by her substitutes of daycare children.

If you have any questions regarding this matter feel free to contact me at (319) 208-5521 or creckli@dhs.state.ia.us.

Sincerely,

Chad Reckling, Social Worker II
560 Division St, Ste 200
Burlington IA 52601